

# We build modern cloud communication solutions people love to use

Partnered with the biggest technology providers in the industry, CloudWave is positioned to help your business build, deploy and service incredible contact centre technology.

## Experts in CX

CloudWave was founded in 2013 out of a desire to provide customers with a better contact centre experience on emerging new public cloud technology.

CloudWave is both an advanced tier AWS solution partner, and the APAC regions only Twilio Gold Partner.

CloudWave has 30 dedicated Amazon Connect, Twilio and Cloud Contact Centre engineering staff made up of some of the best and brightest developers within the industry.

All of this combined makes cloudwave the perfect partner for your next CX project.

### The CloudWave difference

- APAC based engineering team
- 24/7 Hyper-care project support
- Award winning professional services team
- Pre approved for government bodies
- Local currency payment terms

### Partnered with technology leaders



## Buy. Build. Hybrid

Our expert team are fully equipped to assist you in understanding the current CX technologies.

Our Hybrid procurement model offers the best of both buy and build models to deliver the features you need at a price point you can afford.

## Our Products

### NEON

Cloud contact centre package built on top of Amazon Connect, offering a broad range of features with the ability to connect existing system and customise to your specific needs.

### CONCIERGE

Utilising artificial intelligence Concierge can automate conversations, facilitate accurate call routing, deliver targeting marketing and perform real time analytics on call intent.

### CONVERSATIONS

Conversations is an AI enterprise-grade digital employee that provides sales and customer service support for companies that deal with large volumes of enquiries.

### XENON

Bulk SMS sending platform packed with a powerful feature set to allow you to connect and engage with your customers in ways never possible before.